



AF 26454  
2700

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Knitl et al.  
Appl. No.: 09/254,101  
Conf. No.: 6476  
Filed: March 1, 1999  
Title: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE ANSWERING SYSTEM

Art Unit: 2645  
Examiner: Allan Hoosain  
Docket No.: 112740-072

Mail Stop Amendment Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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CERTIFICATE OF MAILING BY FIRST CLASS MAIL UNDER 37 CFR 1.8

Sir:

I hereby certify that the following documents relating to the above-identified application:

1. Amendment Fee Transmittal Letter (duplicate);
2. Response to Office Action (21 pgs.);
3. Check in the amount \$798.00; and
4. Return Receipt Postcard.

are being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to:

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on June 4, 2003.

Respectfully submitted,

BELL, BOYD & LLOYD LLC

Robert J. Buccieri  
Name of Person Mailing Correspondence

Signature

## AMENDMENT TRANSMITTAL LETTER (Large Entity)

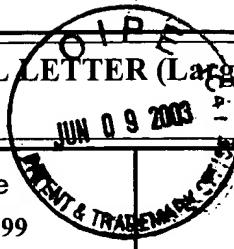
Applicant(s): Knitl et al.

Docket No.

112780-072

Serial No.  
09/254,101Filing Date  
March 1, 1999Examiner  
Allan HoosainGroup Art Unit  
2645

Invention: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC CALL DISTRIBUTION



TO THE ASSISTANT COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

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## CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	27 -	20 =	7	x \$18.00	\$126.00
INDEP. CLAIMS	11 -	3 =	8	x \$84.00	\$672.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$798.00

- No additional fee is required for amendment.
- Please charge Deposit Account No. in the amount of  
A duplicate copy of this sheet is enclosed.
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- The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 02-1818  
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- Any additional filing fees required under 37 C.F.R. 1.16.
- Any patent application processing fees under 37 CFR 1.17.

Dated: June 4, 2003

Michael S. Leonard (Reg. No. 37,557)

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